

# DOR Information Technology Dashboard

August 2011

**Capacity Maturity Level Goal: 3.0<sup>1</sup>**

**Standard First Call Resolution: 50%-60%**

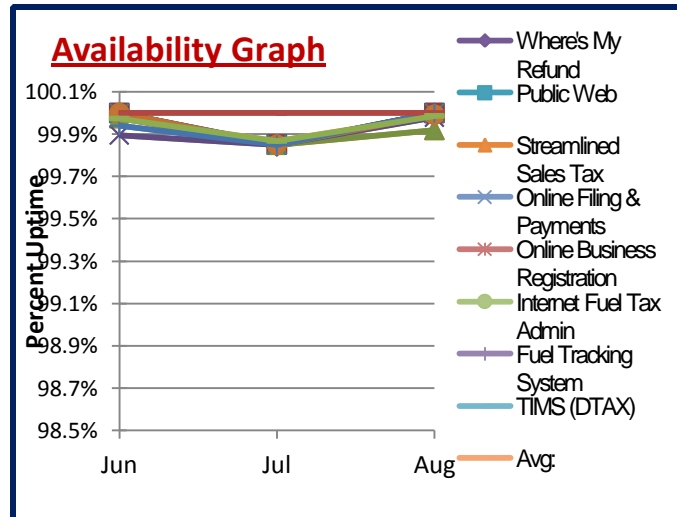
**Availability/Uptime Goal: 99.9%**

Operational Assmt:	3.55
Data Center Assmt:	2.93
Service Level:	At Market
Service Desk:	4
Incident:	4.3
Change:	4.4
Service Level:	2.1
Problem:	2.5
Release:	2.9
Configuration:	2.3
Availability:	2.8
Continuity:	2.9
Capacity:	1.6
Financial:	2.6

<b>Service Desk Stats:</b>	July	Aug
Total tickets created	2573	2778
Total tickets resolved	2686	2978
Total incidents created	1727	1816
% incidents created	67.12%	65.37%
Total service requests created	846	962
% service requests created	32.88%	34.63%
First contact resolution	1095	1231
	42.56%	44.31%

Application	Jun	Jul	Aug
Where's My Refund	99.98%	99.84%	100.00%
Public Web	100.00%	99.85%	100.00%
Streamlined Sales Tax	99.98%	99.85%	99.92%
Online Filing & Payments	99.90%	99.85%	99.98%
Online Business Registration	100.00%	99.85%	100.00%
Internet Fuel Tax Admin	100.00%	99.85%	99.99%
Fuel Tracking System	99.94%	99.85%	100.00%
TIMS (DTAX)	100.00%	100.00%	100.00%
Avg:	99.97%	99.87%	99.99%
Qtr Avg:	99.97%		

<b>Security Metrics by Vulnerability or Incident Category: 0</b>	June (# Reported or Detected)	July (# Reported or Detected)	Aug (# Reported or Detected)
Unauthorized Information Disclosures	0	0	0
System/Network Intrusion Investigations	0	0	0
Virus/Threats	25	12	19
Inappropriate Use of State Property	2	0	0
Electronic Equipment Property Loss	0	0	0



<sup>1</sup> As determined by TPI INSA Operational and Data Center Assessment